


	<div> Weekly Report</div>	Week Ending												
		4/17/2021	4/10/2021	4/3/2021	Mar	Feb	Jan	Dec	Nov	Oct	Sept	August	July	Overall Total
Index	# Indexes assigned (all metrics based on the workload assigned for the week)	498	459	401	2,922	9,841	26,650	23,507	15,654	8,963	4,925	5,409	2,316	101,456
	# Indexes Complete	375	353	325	2,277	7,873	21,001	18,516	12,511	7,847	4,380	4,513	1,598	81,645
	% Indexes Complete	75.3%	76.9%	81.0%	77.9%	80.0%	78.8%	78.8%	79.9%	87.5%	88.9%	83.4%	69.0%	80.5%
	# Indexes unreachable (Max Attempts)	118	104	75	624	1,896	5,476	4,749	2,947	982	494	809	651	18,714
	% Indexes unreachable (Max Attempts)/(Assigned - missing phone numbers)	23.7%	22.7%	18.7%	21.4%	19.3%	20.5%	20.2%	18.8%	11.0%	10.0%	15.0%	28.1%	18.4%
	# Indexes Attempted calls (all completions + at least 1 attempt)	498	459	401	2,922	9,841	26,548	23,507	15,647	8,963	4,925	5,407	2,312	101,435
	Average time from Index Received to Index Reached	0.01:27:12	0.01:55:07	0.00:31:37	0.05:37:42	0.04:54:30	0.07:48:21	0.08:10:09	0.17:52:40	0.09:09:07	0.08:26:12	0.09:18:10	0.11:49:53	0.10:25:48
	Average Index Handle Time	0.00:15:01	0.00:16:05	0.00:16:38	0.00:15:29	0.00:11:03	0.00:10:05	0.00:09:50	0.00:09:05	0.00:10:21	0.00:11:23	0.00:10:48	0.00:10:52	0.00:10:12
	% Indexes completed within 24 hours of assignment (remove missing phone numbers from denominator)	74.1%	75.4%	81.0%	76.3%	76.0%	73.2%	71.2%	56.6%	81.0%	83.2%	78.4%	62.6%	74.1%
	% Indexes attempted calls within 24 hours of assignment (all completions + at least one attempt)	99.6%	100.0%	100.0%	99.1%	100.0%	100.0%	99.9%	70.0%	98.9%	99.5%	99.6%	99.9%	97.2%
Contacts	# contacts generated	821	647	609	4,917	18,191	38,310	35,423	29,780	20,718	12,680	9,540	3,326	177,949
	# contacts generated per Index Complete	2.2	1.8	1.9	2.2	2.3	1.8	1.9	2.4	2.6	2.9	2.1	2.1	2.2
	# contacts complete	677	549	527	4,079	15,120	31,706	28,903	21,838	16,801	11,101	8,007	2,129	144,043
	% contacts complete	82.5%	84.9%	86.5%	83.0%	83.1%	82.8%	81.6%	73.3%	81.1%	87.5%	83.9%	64.0%	80.9%
	# contacts unreachable (Max Attempts + missing phone numbers)	144	98	81	838	3,071	6,363	6,057	7,250	3,740	1,383	1,369	1,118	32,133
	% contacts unreachable (Max Attempts + missing phone numbers)	17.5%	15.1%	13.3%	17.0%	16.9%	16.6%	17.1%	24.3%	18.1%	10.9%	14.4%	33.6%	18.1%
	# contacts attempted calls (all completions + at least 1 attempt)	821	647	609	4,917	18,191	38,310	35,421	29,718	20,718	12,666	9,538	3,326	177,932
	Average Time from Contact Generated to Contact Reached	0.01:24:10	0.01:02:29	0.00:52:15	0.01:30:31	0.05:40:18	0.05:29:52	0.07:21:39	0.15:19:57	0.14:23:17	0.08:27:03	0.05:44:36	0.16:45:28	0.10:08:00
	Average Contact Handle Time	0.00:10:46	0.00:11:20	0.00:13:04	0.00:10:25	0.00:09:23	0.00:09:41	0.00:09:41	0.00:09:07	0.00:09:29	0.00:10:14	0.00:10:11	0.00:09:44	0.00:09:34
	% contact completed within 24 hours of receipt of contacts (remove missing phone numbers from denominator)	81.6%	84.7%	86.5%	82.4%	81.4%	78.8%	66.4%	52.8%	74.2%	83.1%	78.6%	61.6%	76.0%
	% contacts attempted calls within 24 hours of receipt (all completions + at least one attempt)	99.9%	100.0%	99.8%	99.9%	100.0%	99.9%	99.7%	75.0%	98.1%	99.1%	99.8%	99.8%	97.6%
	Average Time from receipt of initial case name to full completion of all related contacts	0.06:24:38	0.04:17:34	0.03:08:26	0.10:39:09	1.01:59:46	0.19:13:00	0.22:31:54	1.20:58:11	1.17:05:29	1.08:18:47	0.22:59:50	1.12:01:09	1.09:32:24